

Skill Building – Additional Skills

<i>Answering a Complaint</i> <i>Week 1</i> <ol style="list-style-type: none"> 1. Listen to the complaint. 2. Ask the person to explain anything you don't understand. 3. Tell the person that you understand the complaint. 4. State your ideas about the complaint, accepting the blame if appropriate. 5. Suggest what each of you could do about the complaint. 	<i>Expressing Your Feelings</i> <i>Week 2</i> <ol style="list-style-type: none"> 1. Tune in to what is going on in your body. 2. Decide what happened to make you feel that way. 3. Decide what you are feeling. 4. Think about the different ways to express your feeling and pick one.
<i>Having a Conversation</i> <i>Week 3</i> <ol style="list-style-type: none"> 1. Say what you want to say. 2. Ask the other person what he/she thinks. 3. Listen to what the other person says. 4. Say what you think. 5. Make a closing remark. 	<i>Listening</i> <i>Week 4</i> <ol style="list-style-type: none"> 1. Look at the person who is talking. 2. Think about what is being said. 3. Wait your turn to talk. 4. Say what you want to say.
<i>Negotiating</i> <i>Week 5</i> <ol style="list-style-type: none"> 1. Decide if you and the other person are having a difference of opinion. 2. Tell the other person what you think about the problem. 3. Ask the other person what he/she thinks about the problem. 4. Listen openly to his/her answer. 5. Think about why the other person might feel this way. 	<i>Asking for Help</i> <i>Week 6</i> <ol style="list-style-type: none"> 1. Decide what the problem is. 2. Decide if you want help for the problem. 3. Think about different people who might help you and pick one. 4. Tell the person about the problem and ask that person to help you.
<i>Deciding What Caused a Problem</i> <i>Week 7</i> <ol style="list-style-type: none"> 1. Define what the problem is. 2. Think about possible causes of the problem. 3. Decide which are the most likely causes of the problem. 4. Check out what really caused the problem. 	<i>Avoiding Trouble With Others</i> <i>Week 8</i> <ol style="list-style-type: none"> 1. Decide if you are in a situation that might get you into trouble. 2. Decide if you want to get out of the situation. 3. Tell the other people what you decided and why. 4. Suggest other things you might do. 5. Do what you think is best for you.
<i>Understanding the Feelings of Others</i> <i>Week 9</i> <ol style="list-style-type: none"> 1. Watch the other person. 2. Listen to what the other person is saying. 3. Figure out what the person might be feeling. 4. Think about ways to show you understand what he/she is feeling. 5. Decide on the best way and do it. 	<i>Helping Others</i> <i>Week 10</i> <ol style="list-style-type: none"> 1. Decide if the other person might need and want your help. 2. Think of the ways you could be helpful. 3. Ask the other person if he/she needs and wants you to help. 4. Help the other person.